

Link to this document:

<https://docs.google.com/document/d/10Q0uuf92cWsC0Fym5ws3IApZajKvyi293pcaBngVmc/e/dit?tab=t.0>

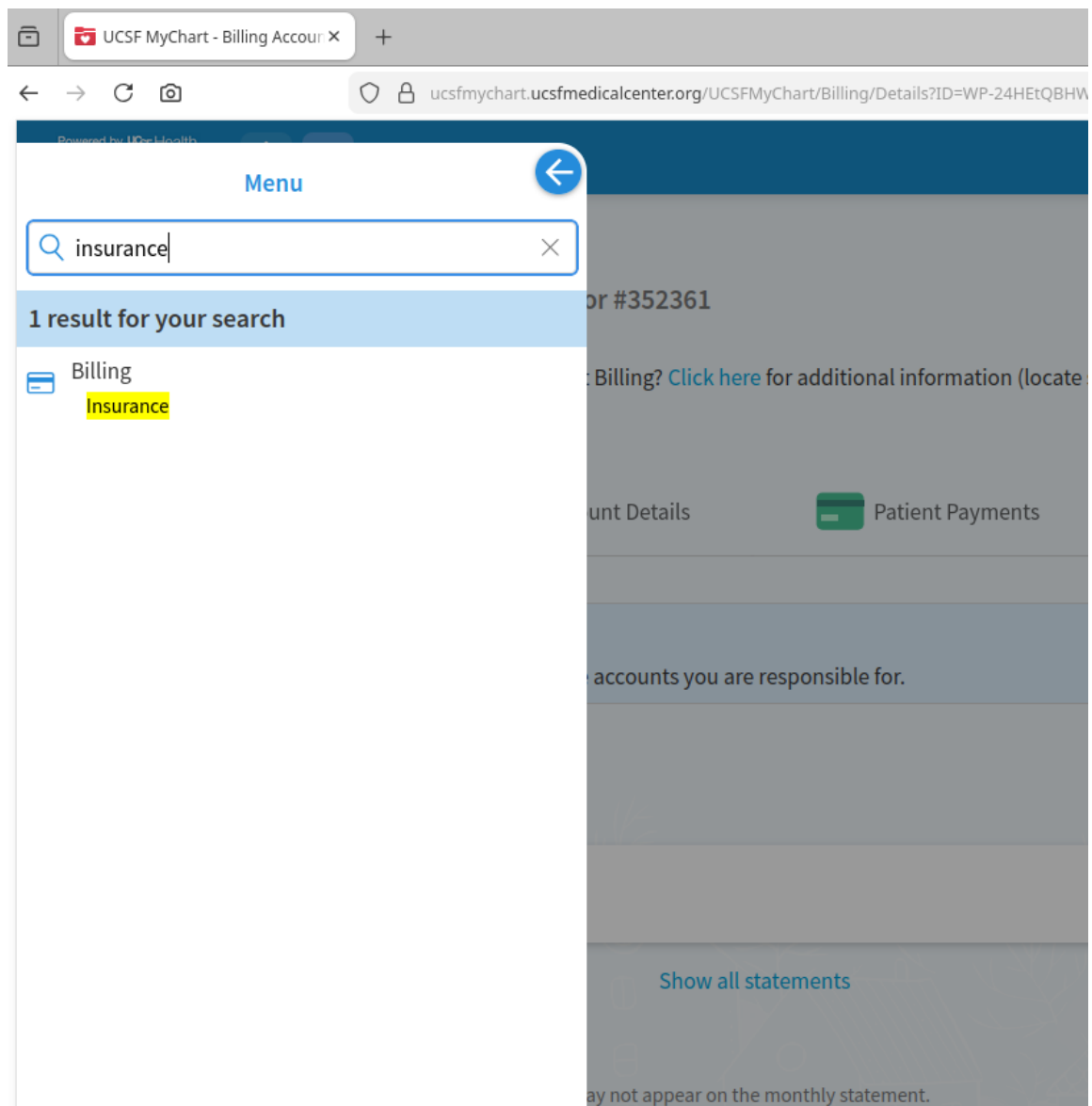
To: ITServiceDesk@ucsf.edu

Subject: MyChart Search, Login errors, Cannot Update Insurance

Date: Feb 8, 2026

Hello, I tried updating my information in MyChart today and am concerned that there might be an error with the MyChart search system, login flow, and other functionality especially those related to insurance due to the following observations:

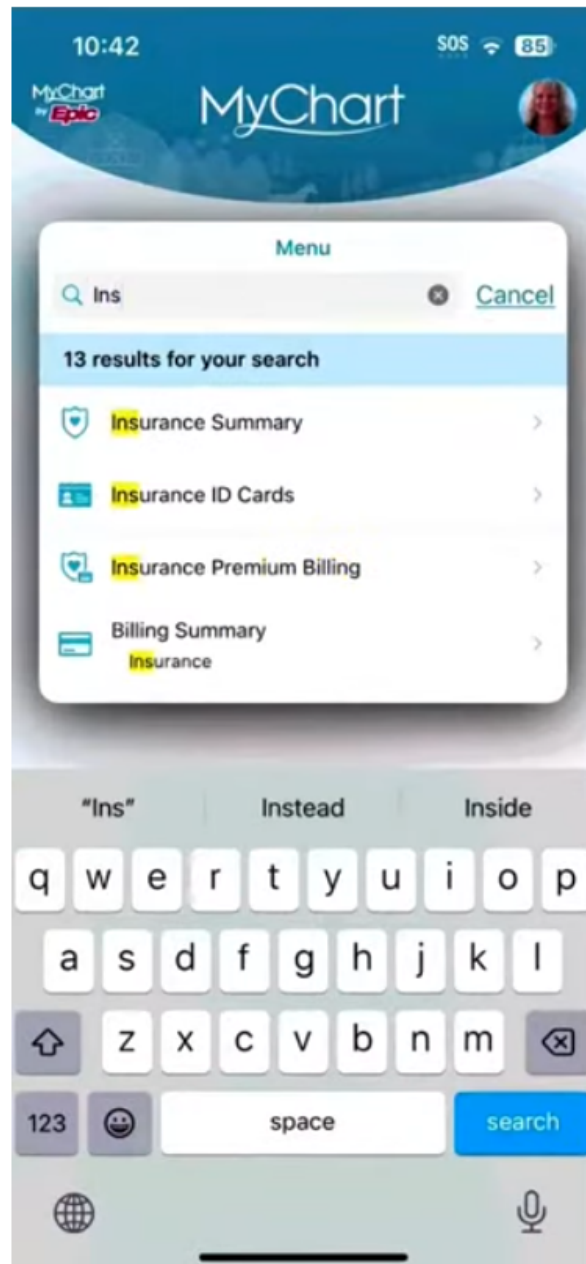
1. When I search for insurance in the MyChart search, only 1 result appears.



According to Epic (https://youtu.be/qgCaZvHdYU8?si=8_wQQ1nHZ8CtsYWE&t=66), there should be 13 results for insurance, including an Insurance Summary tab, as well as Insurance ID cards. These do not appear in my MyChart interface, only 1 result for Billing Insurance shows up with missing functionality.



Search



Add your Insurance Information to your MyChart Account (For Mobile)

Epic
23.9K subscribers

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2. I believe that there should be a section with insurance information in the eCheck-In, but it does not appear under the Bill Insurance / Do not bill insurance selection box (I have redacted my address for privacy reasons).

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MyChart

eCheck-In

Insurance Payments Sign Documents Contacts

*Indicates a required field.

Responsibility for Payment

Kovacs, Arpad

*The person listed above is the guarantor for this account and is responsible for any costs after insurance payment (where applicable), including co-payments, co-insurance, deductibles, as well as any services not covered by your insurance. If this is a workers comp visit, please select No.

Yes No

*Do you want to pay for these services without billing your insurance? If so, you will be responsible for the full cost of the appointment.

Bill insurance Do not bill insurance

Next Finish later

3. I am frequently force-logged-out at a much greater rate than earlier, and sometimes observe login errors.

ucsfmychart.ucsfmedicalcenter.org/UCSFMyChart/Home/Error?code=15

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MyChart

Oops!

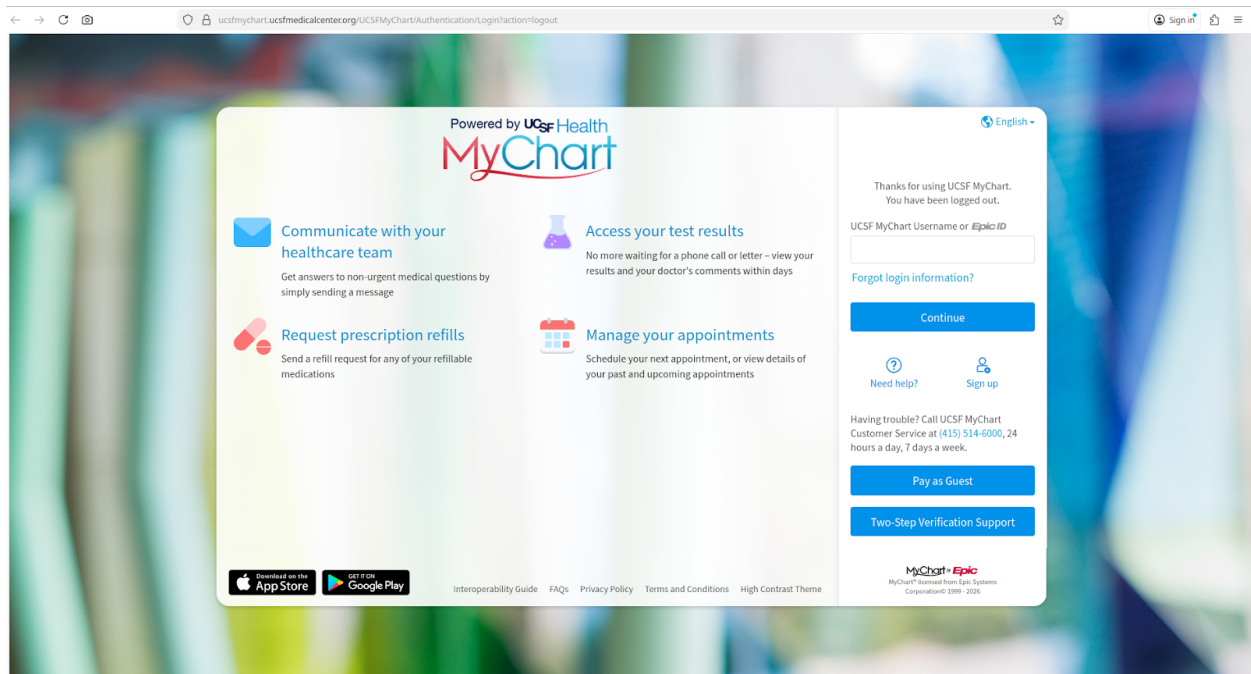
Sorry. Your request could not be carried out because of an error. Please log out and sign in again.

Back to the home page

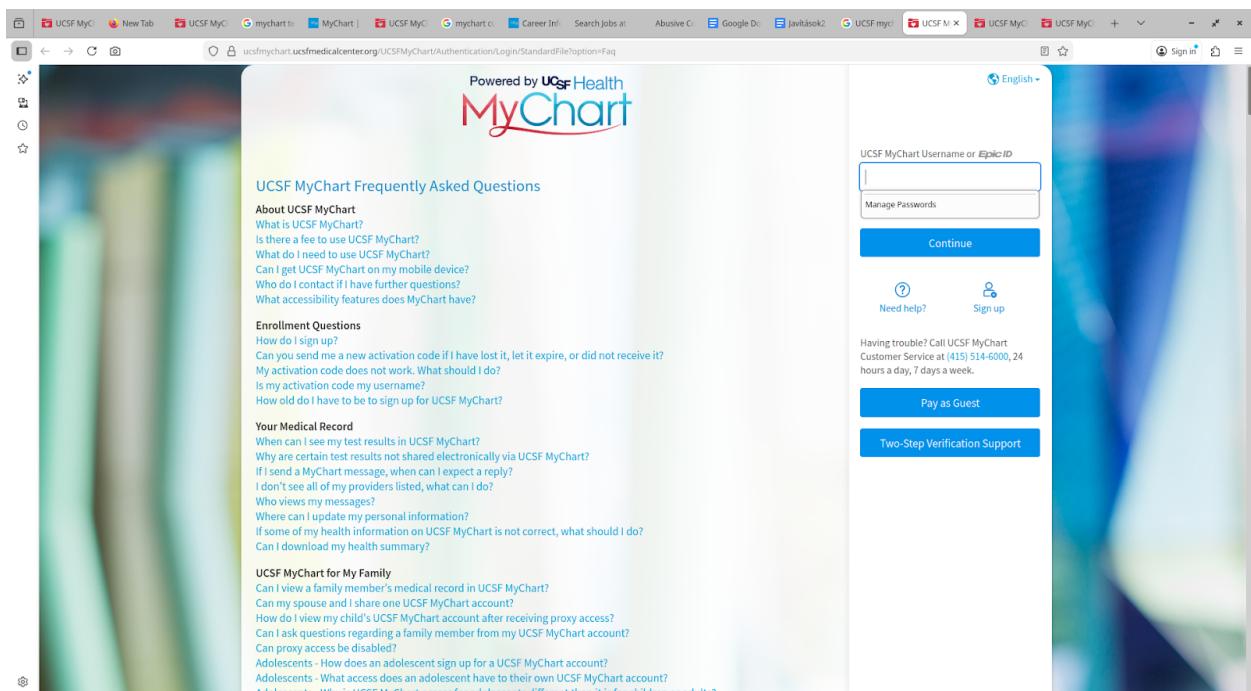
When I tried to click through to Contact Us via this link, I was required to login again:
<https://ucsfmychart.ucsfmedicalcenter.org/UCSFMyChart/inside.asp?mode=custsvc>

3. The login page has been defaced, and now contains an FAQ section, which was not the case earlier.

Earlier login page:



Current login page:



4. It is very difficult to contact customer support via written means (I have auditory impairments). Most UCSF help pages only show a phone number, which is not adequate for my needs. For example, the About MyChart page <https://www.ucsfhealth.org/mychart/about> only shows a phone number for MyChart Customer Service at (415) 514-6000.

MYCHART

About MyChart: Your personal health portal at UCSF

[MyChart](#)[| Español |](#)

MyChart is an easy, confidential way to access your care team and medical information online. If you need help getting started, contact MyChart Customer Service at (415) 514-6000.

Want to pay your bill without logging in? Use [MyChart Pay as Guest](#).

MyChart allows you to:

- ★ Send messages to your health care team
- ★ Refill prescriptions
- ★ Request an appointment
- ★ Check lab results and graph your trends
- ★ View electronic health information
- ★ Access most of your medical records without a special request
- ★ Access your child's medical records if your child is 11 years old or younger
- ★ Access some of your adolescent's medical records if your child is 12 to 17 years old
- ★ View information about past visits and upcoming appointments
- ★ Pay your bill and access your billing statements



Use of MyChart

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For troubleshooting reference, my MyChart login ID is: AUCSFf2451

I was wondering if any other users are experiencing this issue, and whether your systems have detected any anomalies that might be causing this. If users are having difficulty contacting support, I am concerned that IT might not be aware of this issue and it is not receiving sufficient visibility.

Thank you for your help, and I hope that you are able to troubleshoot and resolve these issues soon. Have a great week.

Best Regards,
Arpad